# GOVERNMENT OF INDIA
# COMMUNICATIONS AND INFORMATION TECHNOLOGY
# LOK SABHA

UNSTARRED QUESTION NO:504
ANSWERED ON:27.07.2005
PERFORMANCE OF WLL PHONES
Shakya Shri Raghuraj Singh

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

(a) whether the service provided by the Government in communication sector is not satisfactory as compared to the service provided by the private companies;

(b) if so, the reasons therefor and the loss of revenue to the Government as a result thereof during the last three years;

(c) whether it is a fact that WLL phones provided by the BSNL are not working satisfactorily in Uttar Pradesh particularly in Etawah district;

(d) if so, the reasons therefor; and

(e) the steps taken by the Government to improve the service in this regard?

## Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) No Sir, as per the Quality of Service Performance Monitoring Reports for the quarter ended March, 2005, like other private Cellular Mobile Operators. MTNL and BSNL are meeting most of the benchmarks of various parameters in large number of circles. Performance Monitoring Reports of Cellular Mobile Service Operators for quarter ended March, 2005 are given in the Annexure. It is also worthwhile to add that BSNL provide the best coverage in the country regarding Cellular Mobile Service. In the case of basic service, both MTNL and BSNL are lagging behind the private operators in respect of some fault rate parameters. However, the quality of Basic Service has also shown remarkable improvement in recent years and the service is not unsatisfactory. The following table for BSNL indicate this

| S. NO. | PARAMETER | YEAR | |
|---|---|---|---|
| | | 2003-04 | 2004-05 |
| 1. | Fault rate % | 8.4 | 7.6 |
| 2. | CCR (Local) % | 57.85 | 59.85 |
| 3. | Fault repair by next day % | 90.29 | 90.2 |
| 4. | Repeat faults % | 0.87 | 0.58 |

(b) Does not arise in view of (a) above.

(c) & (d) The WLL phones provided by BSNL in Uttar Pradesh including Etawah District are working satisfactorily in general. However, problems are encountered in proper working of WLL system due to poor availability of A/C mains power supply in rural areas, the in-built battery of the subscriber end terminals (FWTs) does not get charged properly causing interruption of services to the customers and also due to mishandling of the FWTs by the customers leading to fault in FWTs. The action is already on to restore WLL telephone connections, which are becoming faulty due to problem in FWTs.

(e) The following steps are being taken to further improve the service:

(i) Introduction of more RSUs (Remote Switching Units)/ DLCs (Digital Loop Carrier) to reduce the cable length resulting in reduction of faults due to cable.

(ii) Up-gradation of external plant including poleless activity to improve the performance of outdoor network.

(iii) Replacement of fault prone paper core U/G cables.

(iv) Addition of DLCs (Digital Loop Carriers) to reduce the last mile problems and to meet high speed data circuit requirements.

(v) Introduction of Wireless in Local Loop (WLL) system to cover larger rural areas.

(vi) Provision of interactive Voice Response Systems (IVRS) based centralized fault booking at SDCCs (Short Distance Charging Centre) LDCC (long Distance Charging Centre).

(vii) Conversion of C-DOT 256 exchanges into AN RAXs (Access Network Rural Automatic Exchanges).

(viii) Conversion of SBM (Single Base Module) Exchange into RSU Exchanges.

(ix) Provision of maintenance free battery sets and Engine Alternator for back up power supplies.

(x) Entering into annual maintenance contact for new technology switches and for WLL switches including FWTs (Fixed Wireless Terminals).

(xi) Provision of high capacity external maintenance free batteries with FWT for longer talk time and standby time.

(xii) Addition of mobile switching capacity in the towns wherever needed.

(xiii) Extending / improving the coverage of existing mobile services in terms of higher indoor/ in-car/ signal levels.

(xiv) Improvement of the mobile network of highways to provide rural coverage to the en-route towns/ villages.

(xv) Dos and Don'ts have issued to customers to increase their awareness on proper use of FWTs so as to minimize FWT related faults.

(xvi) Augmentation of mobile network capacity is being done continuously and the mobile network is being optimized for its performance.

## ANNEXURE

### Details QoS Parameters for Cellular Services as reported by CMSPs for the quarter ending 31st March, 2004

| Sl. No. | Name of the service providers | Fault Incidence & Network Performance Repair | | | | | Billing Complaints | | |
|---|---|---|---|---|---|---|---|---|---|
| | | No. of faults (per 100 subscri | Faults cleared within 24 hrs | Accumulated down time | Call Success Rate (within licence | Service Access Delay | Call Drop Rate | % of connection with good | Complaints per 100 bills issued | % of complaints resolved within 4 | Period of all refunds/ payment due to |
| (I) | | | | | | | | | | | |
| (ii) | | | | | | | | | | | |
| (iii) | (I) | | | | | | | | | | |
| (ii) | | | | | | | | | | | |
| (iii) | | | | | | | | | | | |
| (iv) | (I) | | | | | | | | | | |
| (ii) | | | | | | | | | | | |
| (iii) | | | | | | | | | | | |

| bers) | of | es own | | voice | | weeks | customers |
|---|---|---|---|---|---|---|---|
| comm | network | | quality | | from | | |
| unity) | | | | | the date of | | |
| isol | | | | | resoluti | | |
| ation | | | | | on of complaints | | |
| as in | | | | | | | |
| (ii) above | | | | | | | |

Benchmarks

| <1% hrs | 100% | <24 | >99% | 9 to | <3% | >95% | <.1% weeks | 100% | <4 |
|---|---|---|---|---|---|---|---|---|---|

`A` Circle

Maharashtra

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|---|---|---|---|---|---|---|---|---|---|---|
| 1 BPL Cellular | 1.17% | 98.00% | 58.6 | 98.69% | 11.21 | 1.32% | 98.09% | 0.100% | 100.00% | 30 Days |
| 2 IDEA Cellular | 0.01% | 100.00% | 45.38 | 96.40% | 13.45 | 1.40% | 98.39% | 0.405% | 100.00% | 30 Days |
| 3 BSNL | 0.20% | 90.00% | 98 | 88.00% | 2.00 | 1.20% | 96.00% | 1.200% | 100.00% | 30 Days |
| 4 Bharti Cellular | 0.39% | 100.00% | 22.33 | 99.01% | 9.35 | 0.92% | 96.50% | 0.100% | 100.00% | 30 Days |
| 5 Reliance - CDMA | | | | | | | | | | |
| 6 Tata, MH | 0.16% | 98.00% | 13.56 | 99.58% | 12.00 | 0.55% | 97.17% | 0.003% | 100.00% | NA |

-CDMA

Gujarat

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|---|---|---|---|---|---|---|---|---|---|---|
| 7 Hutch | 0.01% | 100.00% | 10.5 | 98.66% | 14.14 | 1.38% | 97.52% | 0.080% | 100.00% | 30 Days |
| 8 IDEA Cellular | | | | | | | | | | |
| 9 BSNL | 0.10% | 99.00% | Nil | 99.00% | 2.00 | 1.00% | NA | 0.100% | 100.00% | 7 Days |
| 10 Bharti Cellular | 0.10% | 100.00% | 17.57 | 99.75% | 12.80 | 0.25% | 96.94% | 0.050% | 100.00% | 14 D |
| 11 Reliance-CDMA | | | | | | | | | | |
| 12 Tata -CDMA | 0.87% | 99.00% | 4.18 | 99.77% | 8.60 | 0.49% | 96.77% | 0.010% | 100.00% | 30 Days |

Andhara Pradesh

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|---|---|---|---|---|---|---|---|---|---|---|
| 13 IDEA Cellular | 0.32% | 100.00% | 26.44 | 99.98% | 9.56 | 0.51% | 98.53% | 0.390% | 100.00% | 2 Days |
| 14 Bharti Mobile | 0.02% | 100.00% | 139 | 98.80% | 12.00 | 0.88% | 98.10% | 0.050% | 100.00% | NA |
| 15 BSNL, AP | 0.30% | 95.00% | Nil | 98.00% | 6.00 | 1.60% | 98.00% | 0.000% | 100.00% | immediate |
| 16 Hutchison Essar | 0.37% | 100.00% | 18 | 99.04% | 5.00 | 1.04% | 98.00% | 0.090% | 100.00% | 30 Days |
| 17 Reliance - CDMA | | | | | | | | | | |
| 18 Tata -CDMA | 1.09% | 64.00% | 15.35 | 99.83% | 5.53 | 0.51% | 97.55% | 0.310% | 100.00% | 30 Days |

Karnataka

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|---|---|---|---|---|---|---|---|---|---|---|
| 19 Bharti Mobile | 0.04% | 100.00% | 97.13 | 99.05% | 7.00 | 1.50% | 96.20% | 0.005% | 100.00% | 30 Days |
| 20 Spice Comm. | 0.15% | 100.00% | 1.2 | 99.72% | 9.00 | 1.26% | 99.71% | 0.020% | 100.00% | 7 Days |
| 21 BSNL | 0.50% | 100.00% | 12 | 94.00% | 12.00 | 1.30% | 98.00% | 0.020% | 100.00% | 30 Days |
| 22 Hutchison Essar | 0.75% | 100.00% | 15 | 99.90% | 17.00 | 1.29% | 97.60% | 0.018% | 100.00% | 30 Days |
| 23 Reliance-CDMA | | | | | | | | | | |
| 24 Tata -CDMA | 2.07% | 98.58% | 21.46 | 99.30% | 8.77 | 1.04% | 96.33% | 0.240% | 100.00% | 30 Days |

Tamil Nadu

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|---|---|---|---|---|---|---|---|---|---|---|
| 25 BPL Cellular | 0.52% | 100.00% | 140.57% | 98.96% | 9.50 | 1.35% | 99.81% | 0.170% | 100.00% | 30 Days |
| 26 Aircel | 0.01% | 100.00% | 18.27 | 99.02% | 11.06 | 1.69% | 95.70% | 0.110% | 100.00% | 28 Days |

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|---|---|---|---|---|---|---|---|---|---|---|
| 27 BSNL | 0.10% | 100.00% | Nil | 88.00% | 9.00 | 1.10% | 95.00% | 0.000% | 100.00% | immediate |
| 28 Bharti Cellular | 0.07% | 98.11% | 20 | 98.36% | 12.24 | 0.81% | 98.39% | 0.080% | 100.00% | 30 Days |
| 29 Reliance - CDMA | | | | | | | | | | |
| 30 Tata -CDMA | 0.02% | 100.00% | 0.48 | 99.48% | 5.40 | 1.03% | 95.53% | 0.090% | 100.00% | 30 Days |

B` Circle

Kerala

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|---|---|---|---|---|---|---|---|---|---|---|
| 31 IDEA-Escotel Mobile | 0.23% | 100.00% | 13.08 | 99.82% | 14.00 | 1.93% | 98.15% | 0.180% | 100.00% | 30 Days |
| 32 BPL Cellular | 0.00% | 100.00% | 15.28 | 99.19% | 20.00 | 1.27% | 99.45% | 0.001% | 100.00% | 30 Days |
| 33 BSNL | 1.10% | 96.00% | 209 | 96.00% | 12.00 | 1.40% | 95.00% | 1.700% | 100.00% | 30 Days |
| 34 Bharti Cellular | 0.05% | 97.52% | 21 | 99.41% | 15.34 | 1.38% | 98.70% | 0.050% | 100.00% | 30 Days |
| 35 Tata - CDMA | | | | | | | | | | |
| 36 Reliance - CDMA | | | | | | | | | | |

Punjab

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|---|---|---|---|---|---|---|---|---|---|---|
| 37 Spice Comm. | 0.20% | 100.00% | 6.85 | 99.12% | 4.20 | 1.55% | 98.30% | 0.035% | 100.00% | 30 Days |
| 38 Bharti Mobile | 0.02% | 100.00% | 4.68 | 99.60% | 9.00 | 1.63% | 99.80% | 0.080% | 100.00% | 1 Day |
| 39 Hutch | 0.63% | 100.00% | Nil | 99.41% | 10.00 | 1.22% | 98.98% | 0.082% | 100.00% | 1 Day |
| 40 BSNL | | | | | | | | | | |
| 41 Tata- CDMA | | | | | | | | | | |
| 42 Reliance -CDMA | | | | | | | | | | |

Haryana

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| 43 IDEA-Escotel Mobile | 0.15% | 100.00% | 10.4 | 99.95% | 14.27 | 0.77% | 99.41% | 0.080% | 100.00% | 35 Days |
| 44 Hutch-Aircel Digilink | 0.95% | 100.00% | 3.15 | 99.75% | 9.20 | 1.72% | 98.50% | 0.090% | 100.00% | 30 Days |
| 45 BSNL | 0.30% | 100.00% | 20 | 97.00% | 9.00 | 2.80% | 97.00% | 0.070% | 100.00% | 7 Days |
| 46 Bharti Cellular | 0.09% | 100.00% | 2.2 | 99.70% | 8.00 | 1.59% | 99.80% | 0.070% | 100.00% | 1 Day |
| 47 TATA - CDMA | | | | | | | | | | |
| 48 Reliance -CDMA | | | | | | | | | | |

UP - W

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|---|---|---|---|---|---|---|---|---|---|---|
| Hutch Essar | 1.00% | 100.00% | Nil | 96.00% | 10.00 | 1.40% | 96.00% | 0.024% | 100.00% | 3 Days |
| 49 IDEA | 0.08% | 100.00% | 16.04 | 99.89% | 11.50 | 1.92% | 97.00% | 0.390% | 100.00% | 30 Days |
| 50 BSNL | 0.60% | 98.00% | Nil | 88.00% | 9.00 | 1.10% | 95.00% | 0.000% | 100.00% | immediate |
| 51 Bharti Cellular | 0.76% | 100.00% | 16.08 | 99.63% | 9.00 | 1.67% | 95.94% | 0.020% | 100.00% | 30 Days |
| 52 Tata - CDMA | | | | | | | | | | |
| 53 Reliance-CDMA | | | | | | | | | | |

UP-E

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|---|---|---|---|---|---|---|---|---|---|---|
| 54 Bharti Cellular | 3.00% | 98.00% | 0 | 95.00% | 9.50 | NA | 96.00% | 0.200% | 99.00% | 45 Days |
| 55 Hutch -AD | 0.52% | 100.00% | Nil | 99.45% | 9.00 | 1.61% | 98.00% | 0.020% | 100.00% | 21 Days |
| 56 BSNL | 1.80% | 100.00% | 2 | 97.00% | 13.00 | 2.80% | 96.00% | 0.100% | 100.00% | 30 Days |
| 57 Reliance - CDMA | | | | | | | | | | |
| 58 Tata - CDMA | | | | | | | | | | |

Rajasthan

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|---|---|---|---|---|---|---|---|---|---|---|
| 59 Hutch-Aircel | 0.14% | 100.00% | 1.05 | 100.00% | 9.00 | 1.40% | 95.99% | 0.090% | 100.00% | 21 Days |

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|---|---|---|---|---|---|---|---|---|---|---|
| Diglink | | | | | | | | | | |
| 60 BSNL | 0.40% | 97.00% | 38 | 95.00% | 6.00 | 1.80% | 92.00% | 0.500% | 93.00% | 30 Days |
| 61 Bharti-Hexacom | 0.70% | 100.00% | 7.5 | 99.80% | 9.00 | 1.50% | 99.00% | 0.080% | 100.00% | 1 Day |
| 62 Reliance - CDMA | | | | | | | | | | |
| 63 Tata - CDMA | | | | | | | | | | |
| Madhya Pradesh | | | | | | | | | | |
| 64 IDEA Cellular | 0.19% | 100.00% | 5.5 | 99.03% | 12.33 | 1.23% | 99.19% | 0.260% | 100.00% | 30 Days |
| 65 Reliance | 0.00% | 100.00% | 13.18 | 100.00% | 8.06 | 2.84% | 97.89% | 0.040% | 100.00% | 1 Day |
| 66 BSNL | 0.80% | 97.00% | Nil | 99.00% | 3.00 | 1.30% | 95.00% | 0.040% | 100.00% | 30 Days |
| 67 Bharti Cellular | 0.08% | 100.00% | 16.06 | 99.51% | 13.00 | 0.58% | 98.00% | 0.092% | 100.00% | 30 Days |
| 68 Reliance -CDMA | | | | | | | | | | |
| 69 Tata - CDMA | | | | | | | | | | |
| West Bengal | | | | | | | | | | |
| 70 Bharti | 0.01% | 100.00% | 1 | 98.29% | 6.90 | 1.69% | 97.00% | 0.180% | 100.00% | 30 Days |
| 71 Reliance | 0.08% | 100.00% | 57.54 | 99.00% | 9.44 | 2.63% | 99.79% | Nil | NA | NA |
| 72 BSNL | 0.60% | 100.00% | Nil | 99.00% | 6.00 | 1.70% | 99.00% | 0.000% | 100.00% | immediate |
| 73 Tata - CDMA | | | | | | | | | | |
| 74 Reliance - CDMA | | | | | | | | | | |
| C` Circle | | | | | | | | | | |
| Himachal Pradesh | | | | | | | | | | |
| 75 Bharti Telenet | 0.01% | 100.00% | 4.26 | 99.57% | 9.00 | 1.93% | 99.91% | 0.060% | 100.00% | 1 Day |
| 76 Reliance | 0.02% | 100.00% | 6.4 | 100.00% | 6.61 | 2.33% | 99.62% | 0.000% | 100.00% | 10 Days |
| 77 BSNL | 0.30% | 97.00% | 1 | 98.00% | 6.00 | 2.50% | 95.00% | 0.090% | 100.00% | immediate |
| 78 Reliance - CDMA | | | | | | | | | | |
| 79 Tata - CDMA | | | | | | | | | | |
| Bihar | | | | | | | | | | |
| 80 Reliance | 0.11% | 100.00% | 19.32 | 99.00% | 8.35 | 1.98% | 98.88% | 0.000% | 100.00% | 7 Days |
| 81 BSNL | 0.40% | 96.00% | 87 | 99.00% | 9.00 | 2.10% | 92.00% | 0.200% | 90.00% | 42 Days |
| 82 Reliance - CDMA | | | | | | | | | | |
| 83 Tata - CDMA | | | | | | | | | | |
| Bharti Cellular | 0.12% | 100.00% | 4 | 99.53% | 5.33 | 1.03% | 99.66% | 0.200% | 100.00% | Nil |
| Orissa | | | | | | | | | | |
| 84 Reliance | 0.10% | 100.00% | 14.36 | 99.17% | 7.27 | 2.47% | 99.76% | 0.050% | 100.00% | NA |
| 85 BSNL | 0.10% | 88.00% | 83 | 84.00% | 9.00 | 1.90% | 93.00% | 0.100% | 100.00% | immediate |
| 86 Bharti | 0.43% | 98.17% | Nil | 100.00% | 7.40 | 0.00% | 98.92% | 0.050% | 100.00% | 30 Days |
| 87 Reliance - CDMA | | | | | | | | | | |
| 88 Tata - CDMA | | | | | | | | | | |
| Assam | | | | | | | | | | |
| 89 BSNL, AS | 0.30% | 100.00% | 3 | 99.00% | 12.00 | 36.60% | 95.00% | 0.010% | 100.00% | immediate |
| 90 Reliance, AS | 0.02% | 100.00% | 13.4 | 99.00% | 9.70 | 1.22% | 96.18% | 0.010% | 100.00% | NA |

J & K

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|---|---|---|---|---|---|---|---|---|---|---|
| 91 BSNL | 1.90% | 100.00% | 23 | 99.00% | 12.00 | 2.00% | 97.00% | 0.100% | 100.00% | 21 Days |
| 92 Bhrati | 2.00% | 99.70% | 3.78 | 99.00% | 9.00 | 2.80% | 98.50% | 0.050% | 100.00% | 1 Day |
| 93 Reliance - CDMA | | | | | | | | | | |

NE

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|---|---|---|---|---|---|---|---|---|---|---|
| 94 BSNL | 1.40% | 100.00% | 12 | 99.00% | 14.00 | 2.00% | 98.00% | 0.000% | 100.00% | 21 Days |
| 95 Reliance | Nil | Nil | Nil | 99.00% | 9.74 | 2.56% | 95.07% | Nil | Nil | Nil |

METRO

Delhi

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|---|---|---|---|---|---|---|---|---|---|---|
| 96 Bharti Cellular | 0.38% | 100.00% | Nil | 99.11% | 10.00 | 1.58% | 95.68% | 0.059% | 100.00% | 30 Days |
| 97 Hutchison Essar | 0.63% | 100.00% | Nil | 99.41% | 10.00 | 1.22% | 98.98% | 0.082% | 100.00% | immediate |
| 98 MTNL | 1.99% | 100.00% | 0 | 99.50% | 13.00 | 1.04% | 56.80% | 0.070% | 100.00% | 30 Days |
| 99 IDEA Cellular | 0.37% | 100.00% | Nil | 99.98% | 7.00 | 0.63% | 97.15% | 0.090% | 100.00% | 30 Days |
| 100 Reliance - CDMA | | | | | | | | | | |

101 Tata -CDMA

Mumbai

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|---|---|---|---|---|---|---|---|---|---|---|
| 102 BPL Mobile | 0.27% | 100.00% | 63.53 | 99.45% | 11.34 | 1.83% | 98.72% | 0.100% | 100.00% | 40 D |
| 103 Hutchison Max | | | | | | | | | | |
| 104 MTNL | 0.00% | 100.00% | Nil | 99.20% | 14.00 | 1.41% | 95.30% | 0.060% | 100.00% | 30 Days |
| 105 Bharti Cellular | 0.04% | 100.00% | 0 | 100.00% | 9.00 | 1.21% | 97.00% | 0.020% | 100.00% | 7 Days |
| 106 Reliance-CDMA | | | | | | | | | | |
| 107 Tata -CDMA | 0.16% | 99.00% | 3.08 | 99.82% | 12.00 | 0.30% | 97.39% | 0.620% | 94.53% | |

Chennai

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|---|---|---|---|---|---|---|---|---|---|---|
| 108 Aircel Cellular Ltd | 0.11% | 99.20% | Nil | 100.00% | 12.00 | 0.84% | 95.00% | 0.200% | 100.00% | 30 Days |
| 109 Bharti Mobinet | 0.04% | 98.26% | 0 | 99.78% | 12.67 | 0.51% | 96.98% | 0.090% | 100.00% | 30 Days |
| 110 Hutchison Essar | 0.07% | 100.00% | Nil | 99.60% | 9.00 | 0.72% | 98.78% | 0.060% | 100.00% | 3 Days |
| 111 BSNL | 0.00% | 100.00% | Nil | 99.00% | 12 sec | 0.90% | 100.00% | 1.100% | 100.00% | immediate |
| 112 Reliance-CDMA | | | | | | | | | | |
| 113 Tata-CDMA | 0.03% | 99.00% | 0 | 99.41% | 6.55 | 0.76% | 95.50% | 0.110% | 100.00% | 30 Days |

Kolkata

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|---|---|---|---|---|---|---|---|---|---|---|
| 114 Bharti Mobinet | 0.00% | 100.00% | 0 | 98.41% | 7.30 | 1.22% | 98.96% | 0.100% | 100.00% | NA |
| 115 Hutchison | 0.14% | 100.00% | Nil | 99.93% | 12.00 | 0.87% | 97.05% | 0.080% | 100.00% | 4 Days |
| 116 BSNL | 0.20% | 92.00% | Nil | 93.00% | 7.00 | 0.90% | 97.00% | 2.300% | 99.00% | 30 Days |
| 117 Reliance | | | | | | | | | | |
| 118 Reliance-CDMA | | | | | | | | | | |
| 119 Tata - CDMA | | | | | | | | | | |